

Success Story: Sparkasse Nürnberg



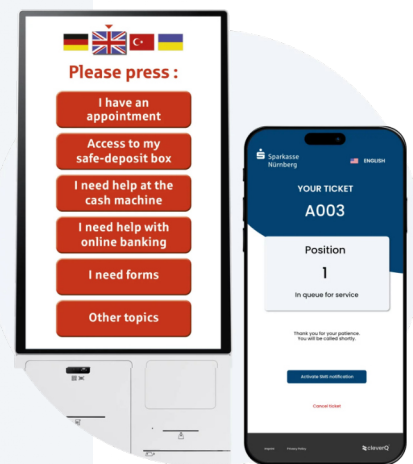
About Sparkasse Nürnberg: Facts and Figures

With total assets of around €12.7 billion (2023), it is the third-largest savings bank in Bavaria. The institution operates 91 locations, serves more than 407,000 customers, and manages over 300,000 personal checking accounts. With approximately 1,544 employees, including 91 trainees, the Sparkasse ranks among the largest employers in the region.



Mr. Andreas Rogler Project Manager at Sparkasse Nürnberg

“Our goal was to make everyday life simpler for everyone, both for our customers and for our employees on site. Before cleverQ, the waiting area was often confusing, which created unnecessary stress. Now the atmosphere is much more relaxed. Employees can choose when to call the next person, and customers know exactly what to expect. This brings clarity, reduces pressure, and makes the entire process run more smoothly.”



Key Challenge

In high-traffic branches, managing customer flow was equally challenging for both staff and visitors. The waiting area often lacked clarity, leading to higher stress levels among employees and longer wait times for customers. The goal was to enhance the overall service experience while at the same time creating a calmer working environment for staff.

Our Solution

- Paper ticket issued directly at the terminal
- Customers take a seat in the waiting area and are called in a relaxed manner
- Employees can independently decide when to call the next ticket
- Monitors display all queued tickets and the current call status
- Appointment customers select a "appointment ticket" on site and, if desired, even their advisor
- Multiple language options directly at the terminal, adapted to each location
- Terminal menu structured by service type (e.g., consultation, deposits, account services)
- All workstations can see all services and flexibly support each other during peak times

Learn more on
our website (EU)

